

### Purpose

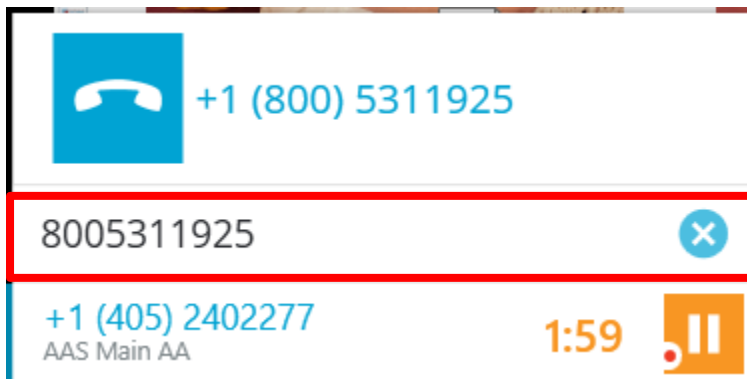
This SOP is intended to outline how to make a 3-way call in Touchpoint

### Teams Impacted

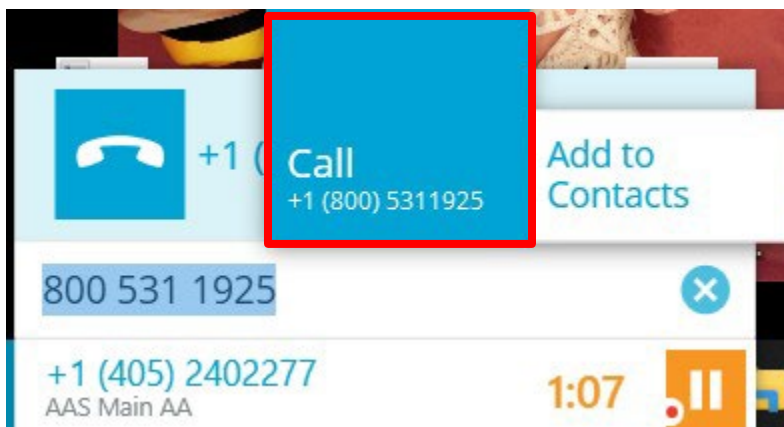
- Customer Service
- Claims
- Home Claims Support

### Procedure

1. To start a 3-way call, place your current caller on hold.
2. In the Touchpoint search bar, type in the number you wish to add to the call.



3. Hover over or click on the area with the Blue Phone symbol and select Call to dial out.



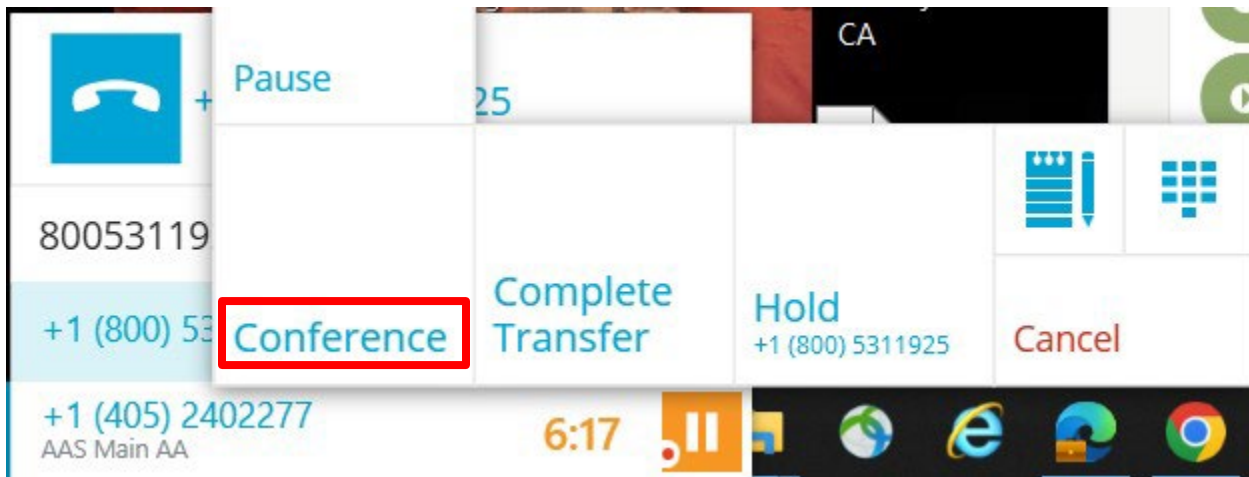


## SOP: Touchpoint – 3 Way Call

- a. After the call connects, you'll see the number you just called is the active call and below is the number you have on hold.



- b. Click on the active call to bring up the call options and select Conference.



4. This will add the caller on hold to the current call.

### Approval & Revision

Date Created 11/13/2023	Created By Jason Hightower		Date Approved 11/14/2023	Approved By Brian Coleman	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]	



## SOP: Touchpoint – 3 Way Call

Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
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